From: Dennis Carney

To: Jerry Heston; Rich Fetzer
Subject: Lesson learned
Date: 03/15/2012 06:45 PM

We should have another discussion on including trigger values in homeowner data packages. I know we came up with plan today to enhance sheet with explanation of terms but number of people misunderstanding what the trigger means is unfortunate. Roy getting swamped and I'm feeling the pain too.

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